

METHOD AND SYSTEM FOR AUTOMATED FREIGHT CLAIMS

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ABSTRACT OF THE DISCLOSURE

5 Freight claims of a manufacturer to a logistics service provider are automated
to manage re-orders of built to order products, such as information handling systems,
in response to delivery reports from customers for lost or damaged freight. A freight
claim engine automatically initiates communication to the logistics service provider
for customer delivery reports of freight claims and determines whether to re-order the
10 delivery of the product based on the response of the logistics service provider.
Responses to a freight claim by the logistics service provider that indicate delivery of
the product in a desired time precludes a re-build of the product to improve customer
satisfaction and reduce manufacturer costs.